Delivery of letters

1805. SHRIMATI JAYA BACHCHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that under the schemes such as speed post, delivery of letters sent by ordinary mail from one city to another is being considerably delayed;

(b) if not, the time taken in the delivery of letters sent from Mumbai to Rameshwaram, Delhi to Chennai and Delhi to Trivandrum;

(c) whether it is also a fact that earlier these letters were delivered next day depending upon the time they were put in the letter boxes; and

(d) if so, the reasons for decline in the efficiency of the post offices?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. However, the incidents of occasional delay in delivery of mail could be due to cancellation/late running of trains and State transport buses carrying mails, missending of mails, incomplete and illegible address of the addressee, non-use of PIN Code, non-availability of addressee and change in the residence of the addressee without intimation to the concerned Postmaster etc.

(b) and (c) Department of Post has fixed norms for delivery of mail across the country and has widely circulated them for informatin of the public. First class ordinary mail between Metro cities has norms of delivery within 48 to 72 hours after the day of posting. Mails for States other than in which they are posted have norms of delivery within 3 to 5 days depending on the distance involved and transport links.

(d) No instances of decline in the efficiency of the post offices have been noticed with respect to (b) and (c) above.

BSNL phones in rural areas of Jharkhand

†1806. SHRI AJAY MAROO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the landline phones of BSNL in rural areas of Jharkhand are not functioning properly and repeated complaints in this regard are being received;

(b) the details of the complaints received during the last three years, year-wise;

(c) the main reason of these complaints; and

(d) the average time taken to remove these complaints?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The landline phones of BSNL in rural areas of Jharkhand are generally working properly except in Maoist Communist Centre (MCC) affected areas. However, any complaints received from customers are attended to the earliest.

(b) Details of year-wise complaints received during the last three years are as follows:

† Original notice of the question was received in Hindi.

Year	No. of complaints
2004-05	25265
2005-06	22479
2006-07	21311
TOTAL:	69055

(c) Main reason of these telephone faults is cutting/theft of telephone cables, drop wire break and MCC problem.

(d) Average time taken to remove these complaints ranges between 8 hrs. to 24 hrs.

Building for Post Offices in Jharkhand

†1807. SHRI AJAY MAROO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of post offices being run in rented buildings in Jharkhand and the annual rent paid for these post offices;

(b) whether any scheme has been prepared to provide permanent buildings to these post offices; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The number of Post Offices functioning in rental buildings in the year 2006-07 was 383 for which rent of rupees 24.75 lacs has been paid during the year 2006-07.

(b) and (c) The construction of new departmental buildings on the existing vacant plots is a continuous process and buildings are constructed in phased manner subject to the availability of adequate funds and priority.

Publication of telephone directory

†1808. SHRI SHARAD YADAV: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) since when the practice of publication of telephone directory was started in telephone department in metro cities and what was the purpose behind;

(b) reasons for stopping the publication of the directory; and

(c) steps to be taken to restart this publication?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, the practice of publication of telephone directory in metro cities was started many decades back because of its general public utility and easy access.

(b) The practice of publication of the telephone directory for fixed line telephones has

† Original notice of the question was received in Hindi.